

**WHAT IS CLAIMED IS:**

1. A method of performing diagnosis in a computer system, the method comprising:

receiving in a computer system executable program instructions that, when executed, cause the computer system to perform a first user-developed automated diagnostic procedure that either fails or passes depending on at least one condition in the computer system, the computer system having stored therein a program 1) that, when executed, performs a plurality of preconfigured automated diagnostic procedures and 2) that is configured to accept user-developed automated diagnostic procedures; and

executing the program in the computer system and in so doing performing the plurality of preconfigured automated diagnostic procedures and the first user-developed automated diagnostic procedure.

2. The method of claim 1, wherein the user-developed automated diagnostic procedure comprises at least one selected from the group consisting of: an application based automated diagnostic procedure and a content based automated diagnostic procedure.

3. The method of claim 1, wherein the user-developed automated diagnostic procedure is a Business Add-In component.

4. The method of claim 3, wherein the plurality of preconfigured automated diagnostic procedure are Business Add-In components.

1           5.     The method of claim 1, wherein the plurality of preconfigured  
2     automated diagnostic procedures comprises at least one installation automated  
3     diagnostic procedure.

1           6.     The method of claim 1, wherein a failure of the user-developed  
2     automated diagnostic procedure comprises one selected from the group  
3     consisting of: an informational message, an advisory, a warning, a fatal error  
4     notification, and combinations thereof.

1           7.     The method of claim 1, wherein the executable program  
2     instructions, when executed, further cause the computer system to perform a  
3     user-developed automated remedy procedure that is associated with the user-  
4     developed automated diagnostic procedure.

1           8.     The method of claim 7, wherein the user-developed automated  
2     remedy procedure comprises a troubleshooting procedure designed to identify a  
3     problem source that may cause the user-developed automated diagnostic  
4     procedure to fail.

1           9.     The method of claim 7, wherein the user-developed automated  
2     remedy procedure is designed to remedy a problem that may cause the user-  
3     developed automated diagnostic procedure to fail.

1           10.    The method of claim 1, further comprising:  
2     receiving priority information specifying an order in which the plurality of  
3     preconfigured automated diagnostic procedures is to be performed in the  
4     computer system; and

5 performing the plurality of preconfigured automated diagnostic procedures  
6 in the specified order.

1 11. The method of claim 10, further comprising receiving user input  
2 regarding where in relation to the specified order to perform the user-developed  
3 automated diagnostic procedure.

1 12. The method of claim 10, further comprising updating the priority  
2 information if more than one of the plurality of automated diagnostic procedures  
3 fail.

4 13. The method of claim 12, further comprising publishing the updated  
5 priority information.

1 14. A computer program product tangibly embodied in an information  
2 carrier, the computer program product including instructions that, when executed,  
3 cause a processor to perform operations including:

4 receive in a computer system executable program instructions that, when  
5 executed, cause the computer system to perform a first user-developed  
6 automated diagnostic procedure that either fails or passes depending on at least  
7 one condition in the computer system, the computer system having stored  
8 therein a program 1) that, when executed, performs a plurality of preconfigured  
9 automated diagnostic procedures and 2) that is configured to accept user-  
10 developed automated diagnostic procedures; and

11 execute the program in the computer system and in so doing performing  
12 the plurality of preconfigured automated diagnostic procedures and the first user-  
13 developed automated diagnostic procedure.

1           15.    The computer program product of claim 14, wherein the user-  
2   developed automated diagnostic procedure is a Business Add-In component.

1           16.    The computer program product of claim 14, wherein the executable  
2   program instructions in the computer system, when executed, further cause the  
3   computer system to perform a user-developed automated remedy procedure that  
4   is associated with the user-developed automated diagnostic procedure.

1           17.    The computer program product of claim 16, wherein the user-  
2   developed automated remedy procedure comprises a troubleshooting procedure  
3   designed to identify a problem source that may cause the user-developed  
4   automated diagnostic procedure to fail.

1           18.    The computer program product of claim 16, wherein the user-  
2   developed automated remedy procedure is designed to remedy a problem that  
3   may cause the user-developed automated diagnostic procedure to fail.

1           19.    The computer program product of claim 14, wherein the operations  
2   further comprise:

3           receive priority information specifying an order in which the plurality of  
4   preconfigured automated diagnostic procedures is to be performed in the  
5   computer system; and

6           perform the plurality of preconfigured automated diagnostic procedures in  
7   the specified order.

1           20.    The computer program product of claim 19, wherein the operations  
2   further comprise: update the priority information if more than one of the plurality  
3   of preconfigured automated diagnostic procedures fail.

- 1           21.    The computer program product of claim 19, wherein the operations
- 2   further comprise: receive user input regarding where in relation to the specified
- 3   order to perform the user-developed automated diagnostic procedure.